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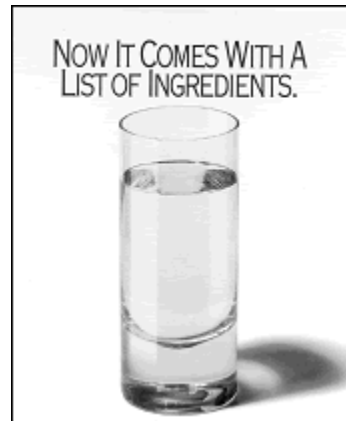
# Consumer Confidence Reports

## Water systems produce reports for their customers

Almost everyone in Washington should get an annual “Consumer Confidence Report” (CCR). A CCR is a yearly report on drinking water quality and safety. The primary purpose of a CCR is to inform consumers about their drinking water.

## Consumers and utilities can use CCR information

CCRs help people make informed choices about the water they drink. They let people know what contaminants, if any, are in their drinking water and how these contaminants may affect their health.



CCRs also give utilities a chance to tell customers what it takes to deliver safe drinking water. When consumers know where their water comes from, they can get involved in protecting or improving their drinking water resource.

## Annual system requirements and CCRs

State and federal drinking water rules require Group A community water systems to produce and distribute an annual CCR to customers by July 1. A “customer” is anyone who regularly drinks water from the system. Group A community systems serve 15 or more connections, or 25 or more people, in residential settings.

The rules also require water systems to provide a copy of their CCR to the Department of Health Office of Drinking Water (ODW) by July 1, and a completed CCR certification form no later than October 1. To help identify individual reports and properly track and record receipt of CCRs, ODW asks systems to submit the form and CCR together before the July 1 deadline.

## CCRs contain system-specific information

CCRs do not require water systems to collect new data. They summarize water quality information systems already collect. They include the most recent results of tests the system conducted over the last five years. For example, the CCR due July 1, 2006 will summarize the results of monitoring between January 2001 and December 2005.

The reports list all regulated contaminants that were found, in any amount, not just those that exceed state or federal standards.

A complete CCR, including mandatory educational information, can fit on one double-sided sheet of paper. Many systems choose to provide more information, so some CCRs are longer.



HELPING TO ENSURE SAFE AND RELIABLE DRINKING WATER

Systems selling water to other systems (wholesalers) must give the purchasing systems water quality data collected during the past five years, or a complete CCR ready for mailing to customers. The due date is April 1 each year, unless the systems agree on another date.

### **CCRs must include:**

- The type of water served (such as groundwater, surface water, water from another system) and the name and location of its source.
- Regulated and unregulated contaminants detected in the water, their concentrations, and the allowable federal or state standard.
- Disinfection by-products or microbial contaminants, their concentrations and the federal or state standard.
- Descriptions of possible health effects of contaminants in drinking water at concentrations greater than the federal or state health standard.
- Identification of the likely source of contamination.
- Violations of any monitoring, reporting, treatment, or record-keeping requirements.
- Opportunities for public involvement and water system contact information.

The rule also requires certain educational language and a specific table format for summarizing detected contaminants. The requirements are in Washington Administrative Code (WAC 246-290-72001 through 246-290-72012).

Utilities may include additional information to educate customers on their particular operations.

### **For more information**

If you have questions, or your water system needs help producing its CCR, visit the ODW Web site at [http://www.doh.wa.gov/ehp/dw/our\\_main\\_pages/consumer.htm](http://www.doh.wa.gov/ehp/dw/our_main_pages/consumer.htm) or call your ODW regional office:

**Northwest Region** – Kent (253) 395-6750

**Southwest Region** – Olympia (360) 664-0768

**Eastern Region** – Spokane (509) 456-3115

Assistance is also available from professional organizations, consultants and the U.S. Environmental Protection Agency.

